![GeorgiaFIRST logo - FINANCIAL, INFORMATION & REPORTING SYSTEMS FOR TOMORROW - University System of Georgia • Information Technology Services] ![PeopleSoft 9.2 logo]

Resolved: Known Issue - KI9.2-107_ePro: Users Being Timed Out During GFM Shopping Session

UPDATED: July 29, 2021

STATUS: Resolved

RESOLUTION: ITS confirmed this issue no longer occurs. However, if users encounter this issue please submit a ticket to the ITS Helpdesk.

ISSUE: Some users were being timed out early and receiving errors when attempting to issue a requisition in Georgia*FIRST* Marketplace. The requisition did not transfer back into PeopleSoft due to timing out and the cart needed to be re-created.

ORIGINALLY POSTED: January 29, 2019

MORE INFORMATION AND SUPPORT: For business impact issues, contact the ITS Helpdesk at helpdesk@usg.edu or via the ITS Customer Services website.